

This is regarding to VRS (video relay services). I first applied for Sorenson VRS for VP-1000 and I enjoyed using them. I used VP-1000 to call Sorenson's call centers. One time their call center was closed, and I called other VRS (Sprint), and it worked quite well. Few months later, Sorenson asked me to download the upgrade software. After downloading, I was unable to use VP-1000 to call other VRS providers. That upsets me. I wrote a letter of complaint of possible monopoly. Sorenson dismissed me. Right now, I am using D-Link Videophone from Hamilton. I am much happier now. I am not happy with Sorenson's business practices because it infringes my right to use any service provider to make a VRS call.